



RESORT SAVES 40% ON MONTHLY COSTS

Project Scope - Chateau Royale

60 room resort with poor internet connectivity impacting occupancy rates and profitability

THE PROBLEM

- Chateau Royale, a premium 5* resort in Maroochydore with a very slow ADSL broadband connection and increasing telecommunications costs
- Bandwidth shared across 60 rooms and the business - creating numerous complaints and poor productivity
- Unable to meet the increasing demand for high speed connectivity, especially from the permanent residents
- Diminishing revenues from in house telephone calls



Resort Manager, Simon Hunt commented "The OCB team really delivered on getting high speed broadband into the resort. I still can't believe the amount of money we are saving and our customers are really happy with the service they are receiving."

THE SOLUTION

- Replace ADSL with OCB business broadband at 30 meg down and 10 meg up
- Upgrade NEC phone system with Voice over internet protocol (VOIP)

THE BENEFITS

- Office users productivity increase and they were no longer frustrated with slow internet
- Negative trip advisor reviews for poor internet eliminated
- Permanent residents enabled with provision of their own plan
- Customer complaints reference internet connectivity virtually eliminated
- VoIP system delivered 40% reduction in monthly telephony costs
- \$9,600 net benefit to the resort over 24 months after all installation costs

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